

EMAIL COMMENT FROM Dr. PATTY HUGHES, CEO, Greater Los Angeles Agency on Deafness, 2222 Laverna Ave, Los Angeles, CA 90041. Email phughes@gladinc.org.

C Docket No 98-67 and CG Docket No. 03-123)

-----Original Message-----

Date: 07/22/2003 12:17 am -0400 (Tuesday)  
From: Patricia Hughes  
To: FCC FCCINFO, phughes@gladinc.org  
Subject: FAILING TO SERVE CONSUMERS

Hi, my name is Dr. Patty Hughes, CEO of GLAD (Greater Los Angeles Agency on Deafness), the world's largest social services delivery to citizens who are deaf or hard of hearing. I have seen how invaluable the Video Relay Service is to us all including all people who use telephone as means of communication. I personally and professionally rely on VRS because the hearing recipients love VRS and ask me to use VRS instead of TRS because its more smooth and "natural"...whereas the traditional TRS is time consuming...having hearing people to pause many times to give relay agents time to type everything and accurately what they say then tell the hearing consumers to hold while we type messages...some people type real fast but the majority of individuals do not type faster than 35 words per minute.

My agency serves more than 320,400 people in Los Angeles and many of them come to our centers to use VRS to telecommunicate with others using sign language. It is much easier and more convenient for all involved in the call process.

I am asking that FCC reconsiders its rate per minute and give some leeway to vendors so we can continue having VRS.

When we learned of the FCC's decision on reimbursement rate, I immediately translated your decision into a disaster for many people because it would mean a significant cut in video relay service. It is like you put the carpet under us using video relay service and getting used to it and all of sudden the carpet has been pulled away from us in a second.

Please reconsider and should you need more information, please do not hesitate to contact me at GLAD, 2222 Laverna Ave, Los Angeles, CA 90041 and my e mail address is phughes@gladinc.org.

I was one of pioneers in implementing and operating telecommunications relay services back in 1980's thus, I am very familiar with TRS and FCC.

I also served on various task forces to help FCC develop guidelines for TRS. Should you need someone to serve on your committee or task force for VRS, please do not hesitate to contact me.

Thank you on beha'f of my agency and over 320,400 clients.

END